



## **Friends and Family Feedback March 2024**

### **Voted Extremely Likely or Likely to recommend because:-**

#### **Cirencester**

- Was only a blood pressure check no consultation had.
- It's becoming more common that when I call to book an appointment or get help- I am 'first in the queue' and seem to wait over 30 minutes on hold, then the phone ringing etc and no one answers. What is this about?
- Our GP was friendly and looked after our baby well. It was also my 8 week check up and I did think there would have been more of a conversation about me. Please find a way to not lose my call as I'm waiting. It's happened quite a few times now. I don't understand why when I am next in line no one picks up?
- I didn't have to wait long to be called.
- The nurse in question wasn't particularly friendly and could work more on that.
- I was very happy with my visit. Dr that I saw was trainee but very good and put me at ease with the issue that I had. Not really anything that could have been done better. Happy with my visit.
- My appointment was with nurse Anne for the first of B12 injections. My appointment was on time and may have been even a minute or two early. I was in and out really quickly.
- The link on my phone to register my attendance on arrival did not work. This is the second time I have tried to do this without success. I used the screen in the entrance hall. I find this quick and easy as long as there isn't a big queue waiting at the reception desk. I don't like to seem like I'm queue jumping.
- I was seen promptly- Nothing
- I was seen by a female doctor who was very considerate. It is not easy to get an appointment. I was always around 17th in a queue. I eventually resorted to calling into the surgery. I had to wait a week for a telephone appointment which was then 20 minutes late. It is very difficult talking through the glass screen at reception, particularly on a personal matter.
- Timely appt, relaxed waiting room. The GP I saw had not emailed me the information she said she would. I had to email the surgery to forward on the email to send my results to Gloucester Organising the transfer of the blood results.



- Slight wait but reasonable. Polite, helpful, informative consultation. Felt listened to and reassured- Nothing
- Registered my arrival on screen, so didn't have to wait for receptionist.
- Quickly seen by the emergency paramedic. Who was very thorough and professional. Happy with the service.
- Saw Dr Maxted-Satisfactory discussion regarding a problem and made arrangements for a test now satisfactorily completed -Everything was OK.
- Booked for an 8:30 appointment, with the surgery only opening at 8:30 seemed a bit rushed to start. But nurses were welcoming, and all went well.
- Very happy with my treatment from the nurse
- Easy to self check in. For first timers once done self-check in a sign to say proceed through to waiting room would be nice.
- My appointment was on time. Signed in via screen by reception. I still can't get my phone to work re checking in. Had an injection with nurse Teresa, who took her time which made the injection so much less painful. Thankfully my next appointment is also with her.
- Parking is still a problem. Cars parked on main road almost to next road, Cotswold Ave, don't know if there was a meeting but having to park on the main road to visit the practice seems to be the norm now. Don't think there is much the surgery can do about this.
- The female doctor suggested I use paracetamol. I am already doing that! X-ray perhaps to stop me coughing all the time.
- I was at the GP for blood test. The phlebotomist that took my blood sample was friendly and of good understanding. I don't like to see syringe plunged into my body, but she allayed my fears and make the experience soothing.
- Easy service - took a while to hand book my blood pressure form because of the speed of the queue in front of me with all their questions. Have a quick drop off for paperwork - unless I missed it
- Receptionist was very helpful and efficient.
- Nurse was extremely friendly and put me at ease. She was also very efficient, and my appointment went smoothly thank you. Parking is an issue and causes stress and adds time to any surgery visits. Also I imagine that for some patients it is difficult to walk the distance from on-street parking to the surgery, especially if they have mobility problems or are in physical pain.
- Fine- Offered a scan sooner.
- Seen quickly. Polite and welcoming staff.
- Quick appointment date so no waiting. Different subject: my long term condition with nurse - why not face to face anymore?
- All ok-Nothing
- The nurse was excellent but it was tricky to fit the coil-Nothing. She was very kind and patient, and explained everything thoroughly.



- The doctors and staff are great, but it takes so long to get through on the phone or to get an appointment. More staff needed to answer the phones.
- Doctor always keeps appointment times, but only deals with problem in hand. I felt more like a number than a person! Doctor didn't have time to let me understand everything, but hopefully gave me the contacts to help myself. I told him I don't understand apps etc... And I can't even find the information he sent ...what do I do ?.
- Efficient, on time and excellent treatment.
- Like going as very polite. Nothing all ok
- Very pleasant blood nurse. Also had a conversation with another nurse on Friday. Very helpful couldn't fault her.
- Professional and friendly. I was ill at ease before and during my test. Briefly explained what the test was before the appointment.
- Nurse took time and patience to find blood for a blood test as I am difficult to get blood out of.
- Efficient, quick and painless. (Blood sample).
- No problem.
- The lady I saw was excellent. Nothing could have been better.
- Everyone very pleasant and courteous. Attention was good. Such a short time to be able to comment.
- I was seen on time.
- The phlebotomist (Emma) was very efficient and pleasant.
- Everything went smoothly.
- Confidence in doctor's approach, his kindness and methodical approach.
- Kind and supportive staff.
- Easy check in.
- Big waiting area.
- Seen quickly, very efficient, understanding.
- My son was thoroughly examined and I got an appointment on the same day! The practitioner was lovely and very reassuring.
- Appointment time was kept. Very nice young lady saw me in the outside cabins and really knew her job, really pleasure to visit
- Friendly, efficient, clear explanation, reassuring.
- Just fine as you are.
- Fitted in as emergency. Doctor very nice.
- All the staff are great but particularly Viv and Carla on this day.
- Was attended to fast and the staff are welcoming.
- None I am satisfied the service is always good.
- Swift appointment. Kind and caring GP - did everything he could to help. Nothing - it was all good
- The lady was very helpful and kind.
- Quick easy no fuss.
- Nothing to constructively comment about.



- Punctual, a very pleasant phlebotomist. The seating in the waiting room needs some updating.
- I came in for a blood test I was seen straight away, the nurse was lovely very gentle & all good. Nothing all was great
- On time. Pleasant medical staff & receptionist.
- Pretty much on time. Friendly nurse.
- It's most likely put of your control but parking was really difficult. Had to park down Chesterton lane with the baby in the rain.
- Friendly, efficient and on time. Could not be improved.
- Excellent rapport and explanation of why an inhaler was needed.
- Very patient and informative re which one would best suit myself.
- All good
- Had a phone consultation at 3.45pm and was seen in the surgery by 4.15pm - excellent service
- Always have good experiences at this surgery- nothing
- Had Vitamin B12 injection by Nurse Theresa. Excellent, thank you.
- I was treated pleasantly and efficiently by Teresa. Appointment on time too!
- Staff friendly and efficient. Car parking was difficult.
- Carol looked after me and my daughter very well throughout the injections, explained things clearly and made the process as comfortable as possible.
- Friendly staff
- Parking was easy and Dr Isabella was very helpful and empathetic.
- Receptionist very polite ,Dr explained the next steps and very helpful
- Appointment on time very good service.
- Lovely lady explained what she was doing and why no rush great service.
- Very quick, friendly nurse!
- Friendly staff.
- Very nice nurse gave me some good information.
- Nurse efficient and effective.
- That was the most informative diabetic check I have ever had.
- The service I received from the receptionist to the Diabetic Nurse was exemplary, they went out of their way to help me with a problem I have with something unrelated to why I was there. Offered water.
- Very pleasant experience!! Friendly & efficient.
- I went in on time and the doctor was very thorough and asked lots of questions. She also made suggestions to help manage the pain whilst I wait for a physio appointment.
- A very prompt and efficient service. Lucy, the nurse, completely put me at my ease. Absolutely nothing. All good
- Fast and friendly.
- They gave us an appointment straight away for our 3-year-old. My son loved all the staff and attention. Thank you.



- The doctor I saw was really kind and hopefully I got the answers I needed.
- Appt 8.46.....seen at 8.46 'on the dot' by efficient and friendly Beatrice.....full marks!
- Quick efficient friendly thank you.
- Good staff.
- Excellent service from Tammy, very kind and helpful and sorted out my ailments with advice from Dr Maxted. It was good to see someone face to face.
- Service great-Just cover that sharp corner with some dense foam it's in reception corner of the wood panelling I've cut my right arm on it twice now.
- Very helpful.
- Seen quickly. Staff very friendly.
- Not sure what else you can say about taking blood. Helen is very professional and very effective. Not sure how you can take blood better.
- Professional , competent , helpful and pleasant
- Dr Vernon and Ellie both patient, kind and visit not rushed.
- Efficient and friendly.
- Efficient and on time. Great staff.
- I was seeing a nurse. My appointment was on time. I was in and out within 5 minutes Your system for registering your arrival does not work on my phone. I much prefer signing in on the board in the entrance hall as long as there isn't a queue, and I can get to it. There is nothing you can do about it, but parking is still bad.
- Dr Khalid on the ball and able to arrange in house surgery for my problem-Nothing all went well.
- I am new to the area and my first visit to the surgery for a blood test was excellent. Lovely cheerful receptionist even though I was a little late. What was most impressive was receiving a text almost immediately with some instructions after submitting a BP reading.
- All good-Nothing..
- I was very impressed with the speed at which I got a telephone consultation and then an appointment to see Ellie. Ellie was very kind, she explained everything very succinctly and I'd like to pass my thanks on to her.
- Friendly, efficient and no wait-Nothing.
- I received a warm welcome and was seen quickly by the doctor-Dr Hill needs a new chair!
- It was a pleasure to meet Dr Vernon who was receptive and sympathetic of the many needs for my multiple medical issues. I look forward to working with her in the future to control and perhaps eradicate some of my problems.



- Excellent nurse, bloods taken painlessly.
- All went according to plan, felt welcome and cared for thank you.
- I was booked in for a blood test. Didn't have to wait long as the appointment was on time. Really friendly lady took the blood for testing. Love this surgery as everyone is cheerful. As a surgery it would be helpful to be able to see my doctor rather than relying on telephone appointments. The GP would be able to pick up on things that may be missed with a telephone appointment.
- We got straight through to reception with no queue they got me a call back for a couple of hours later and got us seen within the hour very quick and appreciated-Nothing from this visit as it went better than I could imagine.
- Nothing to complain about. Check in was swift and so was the appointment.
- Nurse was lovely and procedure painless!
- Difficult procedure but great support & care.
- Was seen on time nice warm room as I had to take my shirt off so very comfortable. Nurse had a great relaxing attitude.
- The doctor/nurse made me feel very comfortable and gave lots of info.
- Nurse was so helpful and answered all my questions. Really put my mind at ease.
- Very prompt, all done very efficiently and a nice cheerful member of the team. All good.
- Dr Maxted was excellent. Explained procedure clearly and was quick. On time. Nothing. All very efficient at the surgery.
- Staff are very helpful and friendly. Never had any problems.
- Always dealt with promptly.
- The Paramedic was very good and kind.
- My appointment was on time.
- My nurse was so friendly, professional, supportive, informative.
- I am repeatedly impressed with the service I get from my surgery.
- Nothing could have been better.
- Visiting the surgery was fine, lovely nurse. Trying to book the blood test took me over an hour. Spent my lunchtime from work being told I was 12th in the queue at 1415 in afternoon. Gave up tried again at 1635 and it took over half hour to be answered. Absolutely disgraceful service-Answer the phones as service not acceptable.
- Everything as usual, attention excellent and the staff smiling and helpful. Thank you
- Too brief for any problems!
- I was rung shortly after my initial contact with the surgery and was listened to, given options for the next stage. I was very kindly offered a face-to-face appointment where I had time to discuss everything I wished and further steps were discussed. Everyone was polite, friendly, professional and listened. An excellent team! Thank you all.



- Friendly people caring-Nothing.
- Very helpful, explained what she was going to do and what will happen next. Nothing
- Very friendly and understanding nurse who was attentive and caring.
- Nothing. Keep doing what you are.
- The consultation experience was excellent. The doctor explained the condition clearly and patiently. Thank you for the great service. Nothing specific.
- Really nice member of staff. Hope she does my bloods again.
- Ellie was very thorough and calming.
- Very efficient and friendly.
- Fast prompt service-Very nice. Nurse
- Prompt and courteous attention from the clinical staff
- Efficient-Nothing.
- Dr Nichol is a quality doctor whom I have great trust in.
- The nurse put me at ease, as I was quite nervous, everything went perfectly and I would happily come back.
- Blood test was seamless-Nothing.
- I was seen on time, lady taking my blood was great, made me relaxed, great job.
- On time and efficient and friendly.
- Everything was very good.
- Kind, professional and punctual.
- "Excellent service kind and considerate nurse.
- I just wanted to say thank you to all the team for the amazing service I had yesterday. Apologies I can't find a simple email address to do this on. Everyone I met or spoke to was professional, listened to what I was saying which is difficult when there is such a demand on everyone's time. Thank you for being the best GP practice in Cirencester and possibly Gloucestershire. Best Wishes.
- Marvellous surgery can't fault it.
- On time quick efficient Lynn was very friendly cheery and welcoming.
- Easy to check in on screen, a smiling and welcoming receptionist and a timely appointment with a friendly relaxed nurse. A bigger car park!
- Jamie was amazing and gave us a lot of information on how to help us.
- Nurse efficient and effective.
- Very good experience lovely doctor as always.
- The nurse was pleasant and explain what was going on and the whole thing was over very quickly.
- Empty waiting room. No queues smiles all round.
- Excellent - no waiting and consultation was really good.
- The nurse that I saw yesterday was very polite, very helpful and understanding, I hope I'm booked with her again next time.
- Pleasant, efficient staff.



- A very pleasant and reassuring nurse who could not have been more helpful.
- Dr Nichol was friendly, helpful and efficient as always. Nothing that I can think of.
- I was there to see nurse Marian for my annual respiratory check up. She made me very welcome and felt at ease. I didn't have to wait to go in and all was very professionally done.
- Helen the nurse that took my blood was great.
- Friendly and efficient.
- Everything was excellent, nice friendly nurses.
- I felt Dr Nichol actively listened to my concerns and immediately organised blood tests and prescribed relevant medication. She entered all details on my records and I left the surgery feeling much more optimistic thanks to the level of care I had received. I had arrived for my appointment feeling quite anxious as I do realise GP services are stretched to the limits but Dr Nichol gave me her full attention and was very thorough. Thank you ... Nothing more needed, this was a very positive consultation.
- Appointment offered within a couple of days.
- Called in to appointment on time.
- Consultation friendly and professional.
- Seen on time lovely nurse took blood.
- Staff pleasant, Doctors wonderful
- Receptionist and nurse both very pleasant and helpful.
- First appointment of day. Really helpful and discussed everything clearly.
- Efficient and nice nurse Helen.
- The treatment was very good and thorough. The nurse was friendly and concerned for my well-being.
- In on time friendly nurse-Nothing at all
- I'm always treated with respect, on time and very helpful.
- It was prompt, efficient, polite and friendly. What more could one ask for?
- The on-line check-in wasn't working, but the receptionist was able to provide that service.
- Dr Vernon is an excellent doctor.
- Quicker appts but totally understand that this is beyond control. If the town had a drop in medical centre, it would so help doctors.
- Had a face to face appt with my GP. Brilliant service thank you, Everything was great.
- The nurse was amazing, so professional and so quick. Best blood test I have ever had.
- The doctor was very nice and explained all about the injection I was to receive to help my arm.





- All personnel polite, I was seen on time and given time to discuss my issues. Clear explanation given.
- In for vaccinations. Marion was so friendly and great with my child; we came out smiling!
- That would be very difficult.
- Saw nurse who was excellent and no waiting time
- I've been extremely grateful to be under the Phoenix surgery. The receptionists are always so kind and supportive, insuring I can speak to my Dr as soon as possible. Having the triage service works well, avoiding a trip to the practice if the problem can be resolved with a phone call. The receptionists and nurses are brilliant, and my GP Dr Hill has been fantastic- patient and understanding.
- I would highly recommend the Phoenix Surgery.
- I visited 2 surgeries that day. South Cerney were very good in passing on my details, and I saw the doctor at Cirencester that day. All good
- Top class service which is the standard always given by the Phoenix. Thanks
- I had to have a clip removed that had been missed at Tetbury surgery. It was difficult to remove but the nurse was excellent.
- The appointment was on time and the nurse was very friendly and efficient. Best injection I've had.
- I have never had the need to complain about any of the Phoenix Healthcare Group surgeries. I have always been treated well and I feel very lucky that we have access to good quality local healthcare services. Nothing. The facilities are excellent.
- Always is very good.
- Appointment was dead on time. Nurse was very welcoming.
- Staff at the surgery very friendly, helpful and professional. Nothing to add further thanks.
- Very satisfied. Thank you
- Quick appointment with the doctor
- Very responsive to my concerns-All good.
- I had an appointment with Dr Vernon, she saw me, listened to what I had to say and gave me a prescription for what was wrong.
- The phlebotomist, Lolly, was lovely, very efficient, courteous and friendly. The lady who booked me in was also kind and courteous. A professional team all round - thank you. Nothing- everyone was lovely.
- Annual blood test. Appointment was on time and procedure was painless.
- Answered all my questions came away feeling a lot better Thank You.
- The Nurse was on time and caring and helpful.
- Everything was great. The nurse made me feel at ease and my appointment was on time.
- Self-checking! Was on and out within 10 Mins.



- Excellent.
- Perfect timing, called in as soon as I arrived (on time!). Very pleasant nurse who took blood very efficiently.
- Dr Nichol and the nurse were exceptionally lovely, caring and supportive. It was faultless.
- First time meeting with Dr Allen and very pleased with the calibre and friendly manner of his dealing with my various issues! Most excellent high standards all the way through my appointment as I have always known for over 40 years with the Phoenix practice!
- Treated very well, all the staff are nice & polite.
- On time and Dr Isabella listened.
- Very professional and caring.
- Very friendly, very professional. Test done well. No discomfort. Nothing.
- Appointment on time and nurse was brilliant. Booking in app didn't work on the day, so maybe look into that.
- Easy in all aspects, on time, consultation was reassuring, I left in a confident mood.
- On time and attentive. Was in a long queue but understandable with demand.
- Straightforward check-in via the Receptionist (online check-in was unavailable - but interacting with real people is always preferred). Very pleasant nurse carried out the procedure. Overall procedure was efficient and on time. Thank you.
- The Nurse was very caring and helpful.
- Seen promptly. Questions answered. Prescription given.
- On time, quick and efficient. Friendly and cheerful.
- Fitted me in at short notice, thank you and also to the very nice nurse.
- Painless blood test.
- The practice is wonderful. I get dealt with quickly efficiently and feel that you don't get thanked enough for all your hard work 😊



## South Cerney

- Appointment went without issue. Received usual good level of care.
- Clean and tidy if a little dated
- All very good apart from the surgery door still being locked at 8.30am, the time of my appointment, and it was raining.
- Unlock the door earlier, especially when it's raining!
- Helen was absolutely lovely as always and got straight to doing the bloods without allowing me anytime to get myself nervous. getting it over and done with
- Comfy seats didn't have to wait long.
- Pleasant staff-All good.
- Very quick and efficient blood test with charming nurse.
- Dr Heil was so so kind and caring towards me. She really listened to me and helped me out in every way possible.
- Very helpful & efficient
- No problem all as expected.
- My appointment was on time, I was welcomed in a very friendly manner by the staff and dealt with very efficiently.
- Nurse Anne was friendly, polite and professional. There was no parking available at 11.30am - perhaps a busy period in South Cerney.
- Front desk staff were efficient and polite.
- Just so efficient makes life much easier.
- I was only there for a blood test. As usual, no issues.
- Procedure explained well by pleasant nurse.
- Excellent efficient service. Nice people
- Very helpful on reception and great service from start to post appointment.
- Excellent service throughout
- Easy to park, nice and quiet. Nurse was lovely and very knowledgeable.
- Better waiting room seats, but that's being pedantic!
- The nurse was very attentive and efficient. Nothing to be improved upon.
- Very quick. Lovely nurse.
- Dr Khalid spoke with me in-depth about a number of issues, which was very helpful.
- The lady receptionist as well as the phlebotomist who took my blood sample were most helpful, friendly and professional.
- Not at all, I was very grateful for their kind manner. I was also impressed that the following morning I received a text message asking me to get in touch with the Cirencester surgery to take steps regarding my high blood pressure results from the day before (I have since invested in my own BP device).
- Quick, friendly! Pay rise for all of you hard working people.
- Theresa was excellent.



- Quick response from receptionist and doctor
- Nurse Marion was super doing my smear test.
- GP is a great professional and support.
- Very professional.
- Appt slightly ahead of time so was out before I was due to start!
- Carla excellent. No issues. Signed in on screen but staff looked up and smiled. Nothing at all thank you.
- Just nice and friendly.
- Maria was excellent, I don't like giving blood but she was so caring and gentle it was easy-peasy and has helped me a great deal moving forward.
- Nurse was on time, friendly and efficient for my blood test.
- Reception friendly and efficient in fixing my next appointment.
- The staff were very helpful and friendly, I saw Dr Hill at my appointment. On time, and fully understood his consultation and referral.
- On time and very efficient.
- Experience was very good. Speedy treatment and lady who took my blood, I think her name was Carla, was excellent and as I do not like needles was a very easy process, thank you Carla! Nothing, good job!
- It was fine, nice to go to South Cerney for a change as I live here.
- Bloods taken quickly and efficiently.
- Lovely nurse who is welcoming, bubbly, chatty, puts you at ease.
- Prompt and informative.
- On time, efficient and friendly.
- Appointment was on time and the nurse was friendly Nothing - perhaps a location with better parking
- Marion was very polite friendly and efficient.
- Improved seating in reception.
- All my concerns were answered, and advice was provided.
- Improve waiting time to get an appointment.
- The nurse who did my annual diabetic check was excellent. She was very cheerful, chatty and did not rush anything. She was also very informative and put me at my ease.
- Very good talk with diabetic nurse very helpful and put my mind at ease as I was a bit of a mess thank you.
- The nurse put me at ease and was helpful.
- Nurse very helpful and helped put my mind at ease everything was perfect. There was nothing more she could have done.
- Excellent treatment and good talking time.
- Treated with respect and friendly. Put at ease.
- Appointment time was exact.
- Find your desk staff to be extremely helpful. Can't fault my visit.
- Below box should show ok for public.
- I was seen straight away; the test was done quickly with no fuss at all
- Quick and staff very helpful and friendly.
- Very friendly and helpful. Let me know I had to check in.
- Such friendly and helpful staff.



- The nurse was very helpful and easy to talk to. No, very helpful.
- Friendly, efficient receptionist. Lovely Italian lady taking my blood sample, practised my dreadful knowledge of Italian.
- Very efficient appointment in time, no wait. Well done x
- All very good, efficient, in time, approachable ladies in reception and blood test. Not anything you could have done better in my opinion.
- Polite receptionist and nurse, nothing more to say really.
- Tea coffee and cake would be a nice touch, but I'm diabetic so make mine a lettuce leaf.
- Your staff are always so kind and caring. Also, the Dr's I have been with the all my life 20/10.
- Absolutely nothing your service is supreme under difficult circumstances.
- Quick and easy.
- Very efficient and friendly.
- Excellent help from nurse with information. All perfect and put my mind at rest.
- Good service from all. Helped me with everything.
- All very good and informative-All excellent.
- Everyone is always so pleased helpful. The appointments are always on time.
- Nice friendly staff I suffer from anxiety when meeting new people and I felt safe and welcome.
- Maybe have a water machine as a person suffering from anxiety when in a new environment as I'm a new patient I get a dry mouth and if I cannot get water it makes people like me more uncomfortable and unable to ask for water so being able just to go and get some would make a difference and put one in all surgeries.
- Seen on time and took blood with care.
- Very patient, kind nurse.
- Very happy. Friendly, prompt and informative treatment.
- No improvement needed from this very good nurse and receptionist.
- Extremely pleasant personal interactions, appointment on time and very efficient.
- On time, quick and efficient.
- Punctual, polite and friendly.
- The staff were amazingly kind and helpful. Nothing to add... They were exceptional.
- Professional, time to discuss feedback - did not feel rushed.
- It's clean, it was empty, not sure why, the self check in worked well and I was seen on time. Very hassle free and in a strange way, enjoyable. Better chairs perhaps, it is not the most comfortable surgery to sit in.
- Efficient, friendly
- Nurse was very good.
- Appointment on time, all good.
- I had a very attentive nurse who looked after me very well.
- Carla, the phlebotomist is so lovely: always cheery, prompt and is a super phlebotomist! Booking a specific blood test appt is extremely difficult across



the Phoenix group; the lead times especially at my local surgery in Cirencester are a minimum of 5wks ahead on most occasions.

- I was a few minutes late but only waited a few minutes was in and out in an efficient manner.
- Parking a challenge. Calling by telephone to the surgeries is frustrating... 40 to 45 minute wait for the call to be answered and cut off in that process on 2 occasions. Once through reception staff give a great service
- Excellent expertise, care and interest.
- It was quick and no delayed. The nurse was very friendly.
- Very friendly nurse who took my blood was caring.
- Very friendly and efficient.
- Superb nurse as always. All is good
- Didn't wait too long everyone was very friendly and Dr Khalid was brilliant as always. And very nice to talking face to face.
- I think this questionnaire refers to my phone call with Dr Khalid. I find Dr Khalid very reassuring, honest and helpful. Dr Khalid is receptive to my questions and dialogue. I have asked my contact at Op Courage if she had information for GP practices, regarding the work and referral information for Military Veterans. She will be writing direct to Dr Khalid. I would like the opportunity to meet Dr Khalid again at some point. We have had one face to face meeting but think it would be useful for me to have that opportunity in the near future. Not a case of doing better, but possibly useful for me.
- I was seen on time. The Dr Sethi was very helpful and professional.
- Tina the asthma nurse was brilliant. A much better experience than I have had before.
- All on time despite roadworks outside and so friendly and helpful.
- Spot on time and efficient registration, everything perfect.
- I was dealt with professionally, was very pleased with the way I was taken care of. Other than waving a magic wand there is nothing more you could have done.
- Friendly, professional and caring service.
- Seen immediately. Lovely phlebotomist. Easy to book online.
- Nurse was very friendly, in fact the receptionists were aswell.
- Nothing everything was perfect.
- The nurse was on time and super-efficient and lovely!
- Helpful and professional.
- All queries answered. Felt able to ask anything.
- On time and quick.
- Tests in the process. Then waiting for results and going forward depending on the outcome. A quicker telephone consultation. It took a week following contact .
- On time and friendly staff.
- I attended for a health check my appointment was on time and the nurse was lovely and explained the test results clearly. I am new to the area and my first impressions of Phoenix health care has been excellent.



- Punctual. Very helpful and reassuring. Very gentle pain free blood extraction.
- Keep up the great work
- Carla is an excellent phlebotomist and a lovely person.
- Appointment was on time, friendly staff. In my experience everything was spot on.
- Always friendly and helpful.
- The nurse who took my bloods was fabulous! Nothing it was perfect.
- All on time and efficiently dealt with.
- My doctor is very knowledgeable and takes time to listen and discuss.
- The nurse and receptionists were friendly and nice.
- Was seen at the time of my appointment. Nurse was very pleasant and efficient. Nothing comes to mind.
- Excellent surgery



## Tetbury

- Not easy to get through on phone to make appointments (cost £10 in calls).
- Had to wait for GP to ring to make appointment even though they had said previously they were happy to do.
- Toilets smelt really bad.
- It's usually good when you can actually get an appointment to see a doctor/nurse!
- Nurse is friendly and gentle.
- I WAS VERY SATISFIED WITH MY VISIT YESTERDAY.
- Waited 40 mins to see the paramedic but she was very nice when I saw her and very thorough. I think the person before me was possibly late therefore probably why I was seen late.
- Polite and friendly staff.
- The seat with arms by the nurses room could do with either a clean or replacing.
- I think it is absolutely ridiculous that you call the surgery, have to tell the receptionist what is wrong and then await a telephone call from a gp when you've told the receptionist you have a bad ear, the gp phone and tells you, you have to be seen, well yes, of course, how will they diagnose the cause over the telephone, they need to look at it, so take the middle man out and just book an appointment to be seen instead of wasting time with a phone call!
- Punctual service and practitioner was helpful and efficient.
- Well explained condition and info about medication.
- On time.
- The appointment was on time and handled well.
- All ran to time.
- Really friendly nurse think the lady's name was Marilyn.
- Very polite. Even though the nurse very kindly said if you need us we are here...it is still extremely difficult to get to see a doctor also very difficult to get through on the telephone which makes for a very frustrating experience especially if you are unwell.
- This is the opinion of a majority of people and not just my view as to why doctors surgeries can't operate the way they did before the COVID pandemic.
- I was put through to a community pharmacist before Christmas and I described my symptoms as I had a nasty cough he prescribed antibiotics that did not work, I was eventually told a doctor would call me back who asked me to describe my symptoms which I did, the doctor then told me antibiotics wouldn't work and it would run it's course which I fully understand however, my point being when you are not seen by a doctor this can result in being misdiagnosed.
- Met my expectations. All good.
- Phone consultation- I understand triaging by phone. But I genuinely don't





believe my GP would recognise me in the street. We've met once - ever.  
Can this approach really be described as individualised? I have my doubts.

- Efficient and on time
- Was treated with care.
- 2pm appointment went in to see Dr at 10 past 2 not a problem.
- Efficient taking of blood for a test. Be a bit more cheerful.
- Efficient and prompt.
- I arrived 2 minutes late for my appointment but after a 20min wait was seen.
- My blood test appointment was fine. Just a little late. "While I was at the surgery I also made an appointment to talk with my GP. However, the earliest available appointment was not until the 9th April, which was disappointing.
- The receptionists are almost always kind and helpful, no reflection on them at all. The receptionist on duty did say that if I was struggling with the issue I wanted to discuss in the meantime, I could call and hopefully get an on the day appointment. That's helpful of course, but then I would likely be seeing a different doctor and I would rather see the GP who is already familiar with my situation.
- Appointment was on time and nurse was very nice
- Very reassuring
- Blood test very quick.
- Everything was very efficient. There was some confusion over why I was having a blood test.
- Seen fairly on time. Questions answered, very pleasant lady.
- I sat in a normal waiting room and only knew to go to different waiting area as I overheard someone's conversation when they checked in with receptionist. I had checked in using screen.
- I would have liked to know what my previous Pre-diabetic reading was and to be able to hear about current blood tests results. I do not assume with NHS that no news is good news.
- Seen on time. Cheerful Nurse.
- New GP very responsive and helpful.
- Not keen on the complete plastic screen as a deaf person find it difficult to hear the receptionist.
- Efficient, swift, and caring staff.
- The individual who took my blood was very engaging and quick with the procedure.
- Treated very well by Phlebotomist and I felt comfortable whilst having my blood samples taken.
- Dr Cardew listened to my concerns and has arranged blood tests and ECG for next week. No very satisfied with everything thank you.
- Got appointment quickly. Quick diagnosis. Very efficient. Nothing, all good.
- I found the nurse Lucy very comforting during my visit and put me at ease. Lucy spoke to me and get me lots of reassurance during my B12 injection.
- Receptionist could be a bit more polite to patients.



- Easy check-in lovely nurse.
- Excellent from receptionist through Doctor consultation to pharmacist assistance. Could offer nurse practitioner health checks in person, to have checks on the little niggles e.g., a cough and persistent sore instep.
- The nurse was wonderful and informative and wrote down how to use the web page friendly and cheerful 😊 Nothing!
- Easy to book appointment. Pleasant reception, no waiting. Informative and professional nurse.
- Saw the Nurse promptly and on time. All efficiently done. Nothing
- Lovely skilled nurse. Knowledgeable about my condition and she let me know when to expect results of my tests-Can't think of anything.
- Hayley was very helpful and informative with a very personable manner.
- When you auto check in it doesn't tell you which room to wait outside. Also, like my previous surgery it could give you the option to check-in using your preferred language not just English.
- Excellent examination and discussion ref: potential issues and treatments with Dr Cardew. Health check and blood tests organised immediately.
- Receptionist was very helpful, despite the usual "patient pressures".
- Thank You. Nothing.
- Blood test done on time & very efficiently.
- Very efficient. On time. Quick to refer.
- I saw the nurse on time no waiting.
- A very efficient visit and promptly timed.
- I saw Dr.Angus about my condition and he was helpful and kind.
- Called in on time, greeted with a smile. Nothing at all...
- Excellent service. All staff very polite and friendly and I felt brilliantly looked after - thank you.
- Nothing - it was great
- Seen immediately. Approach was friendly and professional. It would help if doctor informs nursing staff purpose of blood test.
- Convenient check in. Timely appointment. Efficient treatment.
- All very professional, and everything explained before proceeding keeping the patient relaxed.
- Blood test - nurse on time and efficient. Thank you.
- Quickly & patiently seen& dealt with. 30-minute wait in initial phone call could be improved.
- Good experience with blood test team.
- Friendly and helpful.
- Carry on with ear wax removal the worst service you have stopped.
- The nurse explained the results of my blood test thoroughly and advised me of my health risks based on family DNA and lifestyle.
- I was somehow asked to come back the next day. I then showed the paperwork & all was perfect.
- Efficient appointment to take blood by a very lovely nurse.



- All the staff were professional and seemed happy and caring.
- Fast efficient.
- I saw Dr Emma yesterday about my physical and mental health and she listened patiently before talking to me about certain parts of my body and my disorders. We discussed my change of medication recently and she spent a lot of time with me and, as a new patient she was amazing and I was very happy with her remarks, she needs to look into my history before referring me to the correct clinician.
- Quick and efficient.
- I only waited a few minutes to be seen. The nurse was very friendly, welcoming & efficient.
- Prompt and friendly
- Arrived early and was seen on time.
- Helpful as always Nothing
- The nurse was lovely and put me at ease. The process took seconds.
- I have complete trust in Phoenix doctors, and they always explain things well.
- When I first called 10 days ago with a chest infection which I suspected was pneumonia as I have had this before I was prescribed 5 days antibiotics over the phone without an examination. My symptoms completely went away for a day and then I had a relapse. I was then prescribed 10 days antibiotics. I feel with an initial examination and case history I would have been given a longer course initially and could have avoided a really unpleasant second bout.
- Very efficient and prompt service.
- Kind and polite staff.
- Dr Angus welcomed me in and discussed and examined the part of my body I was worried about. He gave me medication to help.
- I did not have to wait and the doctor was very helpful.
- Nurse Ann was brilliant
- Staff & nurses were kind and polite.
- I was very Anxious and the nurse was so lovely and helped me feel comfortable-More staff like her
- My appointment was friendly quick and efficient.
- Tetbury needs a new surgery with good parking.
- Good prompt response from beginning to end.
- Ignore the moaning Minnie's.
- Nurse was very friendly and the duty doctor was friendly and reassuring.
- Helpful reception and early appointment with no waiting so nothing on this occasion.
- Very efficient, welcoming and punctual.
- Lucy Payne was very efficient and explained everything thank you. Found receiving 2 appoints on my phone confusing didn't realise one was for bloods and the other for ECG.
- On time, good explanation of possible problem.
- As always, THE WHOLE TEAM from front desk to pharmacy to the nursing staff. were nothing but friendly, helpful and professional.



- All went absolutely fine. No wait etc. Clean facilities and so on.
- Parking. Being 41 weeks pregnant - the lack of car parking resulted in me having to park in a disabled bay. Normally I'd walk to the surgery but as I was on my own for the appointment, I had to drive as I couldn't afford for my waters to break on my walk in. It added a bit of angst to my appointment that I was going to get a parking ticket/fine or have someone tell me off.
- Brilliant blood test at Tetbury. Was seen as soon as I arrived 5 minutes early, didn't feel a thing from the needle and the nurse was most helpful about arranging a shingles jab. Couldn't fault my visit. Thank you.
- Was early but got took straight in and dealt with.
- The staff are very good, nurse was so kind and understanding.
- The welcome was very good, I went to make an appointment, and I managed to get the service the same day.
- I was to feel completely at ease and in experienced, safe hands.
- The nurse I saw Elaine, was lovely she actually listened to me while I talked about my problems.
- Appointment on time, helpful staff.
- Nice surgery.
- Everything went very smoothly.
- Friendly, prompt, helpful.
- Nurse that took my blood test was very friendly and helpful.
- Blood tests good experience.
- Reception staff very helpful.
- Very easy to check in & seen on time.
- Receptionist was friendly and helpful with question asked. Phlebotomist was professional and friendly and explained what happens next.
- Dr Angus was very charming and helpful and actually gave me some time and listened it's been a long time since I have seen a doctor face to face and it makes a huge difference.
- Reminder for appointment is a very good thought I do not miss appointments.
- Was seen on time- Pleasant staff.
- Dr McMyn was very helpful and showed real interest in my medical concerns.
- It took a week to get a callback from a Dr and it took more than two weeks to get a face to face Dr appointment. If this process could be improved, it would be great but I do understand the pressures the surgery is under.
- Went in on time, lady was very pleasant.
- Only issue is parking-Better parking.
- On time. Professional , friendly and efficient doctor. Friendly reception staff.
- Nurse dealt with all my issues.
- It was a very good experience.
- It was a pleasure to meet Nurse Lucy. She put my mind at rest regarding the surgery wound that isn't healing as quickly as it should.
- Easy check in. On time. Dr Emma very efficient. Given antibiotics and nasal spray picked up from chemist in the surgery.
- Quick and efficient



- All the staff in the practice look after me very well, thank you.
- Doctor checked things and diagnosed so I know what to do. He was very helpful and it was important to discuss the issues. Thanks! I appreciated this.
- Very efficient and on time.
- I came for a blood test, everything was straight forward and handled well.
- Nothing to improve.
- Appointment time accurate. Friendly staff.
- The receptionist - Lisa, is very caring towards the patients who come into Phoenix Tetbury. Dr Emma McMyn is so caring and understanding.
- All staff were polite friendly professional, I waited no more than 5 minutes before being called, had bloods taken, helped on with my coat. Very good visit all round
- I was seen promptly for a blood test. The nurse I saw was very pleasant, friendly and kind and very good at taking blood - which in my case is sometimes very difficult. I was very happy with this visit.
- Doctor very empathetic and helpful giving patient more time with doctor.
- On time, pleasant & friendly.
- Elaine was brilliant as always. Friendly and professional.
- Was taken early for my appointment with nurse Lucy who spent time explaining about the shingles jab. The jab was entirely painless and no side effects have been experienced. Very happy.
- Elaine was yet again very proficient at her job of taking my blood samples, first time no problems. I originally was due one test however due to the efficiency of her and the Surgery further sample for upcoming test was done whilst I was there. Very well done, thanking you.
- Nothing, very efficient.
- I was dealt with very quickly by friendly efficient staff. Very happy with this.
- Everyone tries to help their best ,I think everything is as quick as can be.
- They are amazing crew :)
- Seen promptly-Improve the parking!
- A telephone appointment which required a visual examination was physically made within 2 hours, which I appreciated. Thank you. The telephone appointment should have been quicker. But it worked out for me.
- Having a blood test Nurse excellent sample taken perfectly and on time.
- Maybe a couple more chairs with arms as difficult getting up.
- Check in was very easy via a touch screen, the receptionist double checked my appt details, the doctor saw me promptly and was very pleasant and reassuring. My problem was diagnosed and treatment prescribed.
- Given a same day appointment following a telephone appointment.
- Parking is so difficult.
- The nurse spent lots of time talking with me about the procedure, my options and it put me at ease.
- Prompt, helpful and immensely courteous attention from both reception and doctor, thank you.



- Seen on time.
- Blood taken no marks/bruising-Do it earlier took 3 weeks before appt.
- Nurse that took my bloods, Helen was very friendly, efficient and I didn't feel a thing.
- Luke was very caring and friendly, he explained everything very well.
- Very efficient and friendly
- Reassuring and listened and helped my need to rebook at last minute
- Appointment was on time and nurse was very kind.
- Appointment was on time and the Nurse who took the blood sample was professional and very patient as my veins are notoriously stubborn. Nothing to add - all professional and friendly as always.
- Everyone was pleasant and helpful.
- Efficient & no waiting on this visit.
- The requirement to state the reason for the visit when booking appointments at the reception desk can be difficult in such a public space if it is an intimate issue. Perhaps this could be improved upon.
- Quick and kind service.
- Staff were very polite and everything was on time.
- Your telephone system is terrible
- The nurse was very professional.
- My appointment was dead on time and the nurse who dealt with me was very friendly."
- Nothing concerning my appointment just the parking but not much can be done about that.
- Car parking always a problem - it was packed yesterday so it adds to the possibility of being late for an appointment - is the area where the tree has come down being made into additional parking? Perhaps this meant really the surgery's problem.
- This surgery is fantastic and an integral part of the community. Please fund and staff it more appropriately! The call queue times have become really long and the surgery appears understaffed.
- The staff were fantastic and prompt.
- Sort your phone system out I want to talk to a person.
- Vanessa was so nice and friendly.
- Very friendly and helpful
- Results well explained. Nothing
- From booking the appointment to seeing the doctor, everything was done politely, professionally and it was easy to arrange an appointment.
- No complaints at all.
- Appointment for blood test, in and gone in 15 mins. As regards nurses no problem, DR another story.
- Staff were efficient
- Blood testing still functioning as normal.?.
- The receptionist was extremely helpful likewise so was Dr Emma. can't answer this as was satisfied with my visit.
- Polite and friendly staff



- I was a few minutes late but the nurse waited and saw me straight away
- I was seen on time and bloods were taken efficiently, as expected.
- Dr's knowledge, interpersonal skills, thoroughness and manner excellent. I'm very pleased we have her.
- Softer seats in the doctors' offices would be very helpful for those of us with back or hip problems.
- Didn't have to wait long. The nurse was very friendly and efficient.
- To book face-to-face appointments with my doctor
- The nurse who took my blood was very professional and friendly. On this occasion nothing.
- Really good sorted my problem very quickly thank you. Very efficient.
- All very efficient and friendly.
- On time, helpful and considerate treatment.
- Very caring and professional service keep the doing same good practice.
- Lucy did my ecg and she put me at my ease. A very pleasant member of your staff.
- Cut down on appointment time.
- On time, efficient and pleasantly professional.
- No improvements come to mind.
- Following a telephone conversation. I was able to see my doctor 2 days later. As well as dealing with my main concern, she also took the time to listen to other concerns, made a referral for a scan, and reviewed my current medication. She explained in detail how and when to apply my medication, took my blood pressure and checked my weight. Nothing I felt as if she really listened and I was pleased.
- On time, professional, and friendly.
- Nurse was excellent, learnt more about diabetes, very helpful.
- Very quick and pain free blood test.
- Always get appointment and service is wonderful.
- Amazing surgery!
- On time, very thorough and friendly.
- Didn't have to wait long. Was nice and quiet and relaxed atmosphere.
- Midwife was lovely.
- Appointment was on time and practitioner very friendly.
- I was treated very well by Liam who set up my nhs app.
- The experience was friendly and efficient. Nothing
- All great-Nothing
- Saw Locum GP, polite, professional and unhurried consultation.
- I had a changed appointment as original appointment was cancelled due to doc being ill.
- Lovely man called Dr Alex something saw me, terribly nice and professional.
- Nothing. All good. Many thanks.
- Friendly greeting by reception, kind and thoughtful nurse, pain free injection.
- Elaine was extremely professional, polite, cheerful and friendly.
- Couldn't ask for better.
- On time and no issues



- The phone in the mornings could be better
- Appointment with nurse right on time and procedure explained perfectly.
- Seen on time.
- They changed my appointment time. But sent a clear message to say an other time. Much better.
- Good time keeping
- On time, efficient, friendly visit to Practice Nurse Anne.
- No problems other than my appointment was a bit later than I booked.
- Jamie was polite, friendly, professional and most helpful.  
He listened to my concerns before thoroughly investigating my daughter's symptoms. He is an asset to your surgery. Nothing on this occasion.
- I had an appointment with Dr.Cardew last week. Dr Cardew listened closely to the issues as I explained them and dealt with the situation brilliantly.  
Taking into account my family medical history and swiftly making what was essentially a sensitive issue seem quite the opposite. Dr Cardew is a credit to phoenix House and we are lucky to have her as one of our doctors in Tetbury.





## Kemble

- I came in with a couple of things which I asked my Dr about.
- No waiting for blood test straight in done in and out again.
- No problems. Excellent service.
- Excellent friendly service as always. No waiting for the appointment, very efficient.
- I have never liked having blood taken and yesterday was the first time ever that I felt nothing. It was fantastic. Huge thanks to nurse who took the blood.
- Nothing. All stars in my eyes.
- Clean, friendly staff, felt well looked after and listened to.
- As efficient as ever- Nothing!
- The team in Kemble surgery are AMAZING: They go well beyond to help in every way, Sian, Ebony are so helpful, kind and really knowledgeable as is Theresa. Shame they don't train all the other people in Phoenix staff.
- Everyone very friendly and on time.
- Very friendly and warm practice-All excellent.
- Clean, highly professional compassionate team
- Every member of staff is friendly and helpful
- The staff at Kemble are fabulous. Kind, polite and caring. If they can't answer your question they will find out the answer. I cannot praise them enough.
- Arrived on time for blood test. I was seen immediately and was back in my car within 5 mins. Very efficient and everyone very nice. Nothing!
- I was seen promptly by the nurse who was very pleasant and proficient.
- A double appointment booked with Dr Maxted. He was excellent and covered every point for me that had been of concern he had obviously taken the time to pre-read an e mail sent before appointment. He provides a first class service. Given the pressure the NHS is under I am extremely grateful.
- Nurse Helen was very friendly and professional. She handled my appointment efficiently and quickly.
- From the receptionist to the Dr I was welcomed and listened to. I felt as though my concerns were being heard and not being dismissed.



## **RAU**

- I felt thought and cared about, without rush. I was met at the door on time and it was a very personalised service.
- I saw Nurse Alice due to chest pain and inability to intake enough air and she examined me and helped me so much and am now receiving the correct medication to help me. She also has booked me a follow up appointment which is brilliant.



## **Voted Unlikely or Extremely Unlikely to recommend because:**

### **Cirencester**

- My physical pain seemed to be blamed on my mental health. When my mental health is bad because of my physical pain. Suddenly becoming intolerant to lots of foods and not being able to wear a bra because of the pain is not a mental health issue. I can't even manage to keep down the antidepressants I'm given. My digestive system isn't coping  
My lymphatic system's isn't working well  
My nervous system is struggling  
And it's due to my "mental health"?  
Not every pain condition is fibromyalgia.  
I left the surgery yesterday feeling overlooked, patronised and hopeless.  
I just want my life back, this isn't hypercondria. Been more human and listened.  
I'm so quickly dismissed because I don't have the education to communicate.  
I'm not cattle.
- It's becoming more common that when I call to book an appointment or get help- I am 'first in the queue' and seem to wait over 30 minutes on hold, then the phone ringing etc and no one answers. What is this about?  
I came out of my appointment not feeling reassured and therefore I am having to seek a second opinion from a private dr. When a dr refers to a lump as "iffy" I expect to be referred.
- Turned up for my daughter's appointment only to be told she couldn't have her immunisations because we were 'a day early' - turns out the nurse who booked us in should have made sure the appointment was more than 4 weeks from when she'd had her first doses. I had woken my daughter up from her nap and walked in the rain for nothing and have to come back again next week.  
Make sure your nurses know how long children have to wait between doses - it was the nurse who did the first ones who booked us in for the second ones so you'd expect her to know that.
- I was told I was nearly overweight when I'm 23 and 67kg. Don't comment on someone's weight without knowing their past.
- Very disappointed. Mission impossible to have an appointment with my GP.

### **No negative feedback for RAU or Kemble**



## **South Cerney**

- I was told my appointment was a/Cerney for blood test but on arrival was told Ciren where I live about 500 yards away! They did allow me zoom to Ciren for test 40 mins later. State on reminder please state where appt is!
- I booked an appointment for a blood test on Friday at 1.08pm. I was told it would be at South Cerney due to short staff. However when I got to South Cerney surgery at that time, I discovered it closed at 12. I'm pretty sure I wrote it in my diary right so I don't know how this happened.
- Apologies if this was my mistake.



## Tetbury

- Wasting time- Not getting a text to say my appointment is cancelled or moved to another time. Just sending a different time.
- I had booked a voluntary blood test online (to re-check cholesterol after 2 years) only to be told by the nurse that I couldn't have a blood test without the doctor's approval. I have therefore had to book a telephone appointment with the doctor which seems not a good use of her appointments. Explain the need for a doctor's approval at the booking stage.
- I was attending for a smear test and was unfortunately a few minutes late for my appointment as the parking in Tetbury is not easy and I was not aware of parking for the surgery. I appreciate that I was a few minutes late but considering I was there for what can be an uncomfortable or embarrassing assessment I did not feel as though I was made to feel comfortable by the nurse and she was not very gentle when completing the assessment. If this was my first test of this type I would have been very put off as it was very uncomfortable. My previous smear test I did not experience any pain and I was put completely at ease. I am not usually one to leave poor reviews but I do not want someone younger than me to experience this and stop them undertaking their smear tests in the future. Even though the nurses may complete this type of assessment on a daily basis, it can feel intimidating and embarrassing and I think it should be approached in a more considerate manner and noting that people can feel nervous in this circumstance. A more gentle approach would have been more appreciated.
- I had staples and stitches removed from a total knee replacement and a stitch and staple have been missed and now need to go to another town to have them removed. The nurse should of checked . My daughter noticed when she looked at my scar.
- Waited over 25 mins after appointment time to see nurse.
- Rear door to surgery not in use - not told in advance of appointment
- On arrival at the surgery the appointment confirmation screen in the reception area did not recognise me when I entered my date of birth. As an observation, I noticed that the staff generally didn't seem too happy. Although the nurse who treated me was very friendly and helpful.
- Disappointed with having to wait approximately three weeks before getting a telephone appointment to discuss my blood test results. Also didn't feel comfortable with receptionist attitude.
- Had an appointment booked with doctor which they mistakenly told me it was for a blood test which I have already had I think it is a disgrace how I'm treated have had a cough since November which nobody seems to care a damn! Everything.
- Do we have to wait on the telephone 40 mins to get a phone appointment with a GP? and when we get an appointment, we find the Surgery closed for



the day for training. Their seems to be 9-5 - 3 day a week attitude.

- It would be nice if your staff were more motivated in what they were doing.
- I've called the practice many times and the Dr calls back. I've had a bad knee for over 2 weeks now all the Dr does is prescribe pain killers. One of the pain killers says I can't take it as I have asthma, so clearly the Dr has not read my notes. You cannot see a Dr anymore. I think it's disgusting and talking to people they also think it's wrong. The surgery has gone downhill and you can't seem to get to see a Dr. I went to Tetbury hospital to see if they could help. They said I need to see a GP as they are the ones that can arrange a scan. I told them I have tried to see a GP and it's a joke. So now I have to wait yet again for a call from a GP which will be over a week away. I am still in very bad pain with my knee. A Dr could have seen me. Do you actually have to be dying to see a DR.
- No interest in my issue Be pleasant!